

First Hit    Fwd Refs



L4: Entry 1 of 1

File: USPT

Mar 12, 2002

DOCUMENT-IDENTIFIER: US 6356633 B1

TITLE: Electronic mail message processing and routing for call center response to same

Detailed Description Text (7):

Referring now to FIG. 1, depicted therein is a network data processing system which includes call center systems that are equipped to route and process electronic mail based service requests in accordance with a preferred embodiment of the present invention. In particular, system 100 includes a customer or calling party having a personal data processing system 104 and one which is equipped to format, send, and retrieve electronic mail messages, as well as to initiate and receive telephone calls via a telephone network such as the publicly switched telephone network (PSTN) 116. Also included within system 100 may be the Internet, a wide area network (WAN) or other network 106, a local area network 108 which may be operated by a telephone call response center (call center), a call center 105 equipped with call center telephony systems including conventional telephony systems and one or more computer-telephony/integration interface systems 110 (discussed in detail below with regard to FIGS. 2A, 2C), an agent or live operator terminal system 112 (a personal data processing system) and other agent communications systems such as telephone terminal stations 113. Additionally, system 100 may include private branch exchange (PBX) telephony based system that may be operated by call-center 105, an organization that has contracted call center services from an entity that manages call center 105 etc.

Detailed Description Text (11):

Additionally, e-mail processor 115 may access a database system 130 which may be maintained and managed by call center 105 via network backbone 165. Data based system 130 may include databases containing data and information related to predefined keyword lists 135, predefined response templates 140, predefined e-mail responses 145, agent skill sets data 150, predetermined sort criteria 156, predetermined messages handling criteria 160, etc. Keylists 135 can be matched with the content of fields associated with the email, such as the "TO", "FROM", "RE:", date/time created, date/time sent, date/time received, and, of course, the body of the email message itself.

Detailed Description Text (37):

Next, at step 340, the current e-mail message being processed and the selected ones of the predefined responses selected from database 145 (FIG. 2A) along with corresponding predefined response templates for the current incoming mailbox will be forwarded to the selected agent for appropriate response by that agent.

## CLAIMS:

22. The method according to claim 21, wherein said step of automatically generating said reply is based on a template maintained by said call center.

32. The method according to claim 31, further comprising generating a reply based on a template maintained by said call center.

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Generate Collection

L7: Entry 13 of 37

File: USPT

Aug 27, 2002

DOCUMENT-IDENTIFIER: US 6442592 B1

TITLE: Message center system

Detailed Description Text (23):

If no filters are configured at the system level, the process proceeds instead from step 338 to step 342, which illustrates a determination of whether a transaction identifier is found within the message. Typically several messages and responses relating to a single subject matter (referred to herein as "transactions") will be required to solve a customer's problem or complete receipt of an order from an outside salesman. In order to maintain a thread through such messages and responses, a unique transaction identifier is assigned to the message initiating a new transaction. The originator of the message is asked to include this transaction identifier in the subject line of every subsequent message relating to the same subject matter. This allows a history of the transaction to be maintained and retrieved at any time, providing a method for maintaining the continuance of subsequent messages between the agent and customer. The transaction identifiers thus uniquely identify transaction threads regarding a specific subject with an particular message originator. Transaction identifiers are assigned to messages which commence a new thread and allow messages relating to a specific thread to be routed to a particular agent who has been previously involved with that transaction thread. Transaction identifiers also provide a mechanism for recreating a transaction history.

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### Search History

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DATE: Monday, May 17, 2004    [Printable Copy](#)    [Create Case](#)

<u>Set</u> <u>Name</u>	<u>Query</u>	<u>Hit</u> <u>Count</u>	<u>Set</u> <u>Name</u> result set
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<u>L9</u>	L7 and template	5	<u>L9</u>
<u>L8</u>	L7 same template	1	<u>L8</u>
<u>L7</u>	retriev\$3 same (transmit\$4 or previously) same(message or electronic mail or tranaction or orders or requests or communication or correspondance) with customer same (agent or representative)	37	<u>L7</u>
<u>L6</u>	(5495565  5608874  5704029  5758126  6192380  6199079  6363376  6434568)! [pn]	8	<u>L6</u>
<u>L5</u>	retriev\$3 with (message or electronic mail or tranaction or orders or requests or communication or correspondance) same (transmit\$4 or previously) with customer same (agent or representative)	7	<u>L5</u>
<u>L4</u>	L2 and template	1	<u>L4</u>
<u>L3</u>	L2 same template	0	<u>L3</u>
<u>L2</u>	retriev\$3 with process\$4 with customer with (message or electronic mail or tranaction or orders or requests or communication or correspondance) same (agent or representative)	14	<u>L2</u>
	retriev\$3 with process\$4 with customer with (message or electronic mail or		

L1 communication or correspondance) same transaction same (agent or representative)

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END OF SEARCH HISTORY